

Job Opportunity

Feb. 2, 2007 – Feb. 15, 2007

Posting Date

Massachusetts Trial Court

Job Description and Qualifications
for
(MassCourts Quality Assurance Manager)

All applications must be received by: **Feb. 15, 2007**

POSITION SUMMARY:

As a staff member of the Trial Court Information Services Department (TCIS) of the Administrative Office of the Trial Court, the MassCourts Quality Assurance Manager will be responsible for planning and overseeing all phases of the MassCourts quality assurance process and will ensure the quality of all technology products, systems, and platforms. The Manager will establish a test methodology and implement test processes and be a hands-on contributor in testing, automation, test data creation, test planning and reporting.

MAJOR DUTIES:

The primary duties of the Quality Assurance Manager include: creation of test plans designed to ensure equality of all MassCourts software delivered to TCIS by the software vendor, including plans for regression testing, testing to ensure compliance with specifications, stress or load testing, testing in the training, conversion and production environments, execution of all tests contemplated by the test plans, oversight of execution of test plans by representatives of the various Trial Court departments that will be using the software, documenting the test plans, the tests themselves and the testing results and communication with the software vendor and with other appropriate stakeholders regarding the test design and results. In addition, the Quality Assurance Manager will perform related duties as required.

QUALIFICATIONS:

Quality Assurance Skills:

Test Cases - Ability to write and execute detailed test cases that exercise all aspects of the system under test.

Defect Writing - Ability to write clear and reproducible defects that describe deviations from the expected system behavior.

Root Cause Analysis - Ability to proactively explore anomalies in the system under test to find possible root causes of defects as opposed to symptoms.

Process - Experience implementing QA components of process/development life cycles, such as the Rational Unified Process. Detailed knowledge of industry-standard quality assurance practices.

Risk management - Clear understanding of how the quality assurance processes address

project risk and the ability to offer creative solutions where contentions between schedule, resources, and scope shorten the testing cycle.

Technical Skills:

Tools - Experience selecting, rolling out, and using quality assurance tools, including defect tracking, release/configuration management, and automation tools.

Architecture - Basic knowledge of client-server, web-based, and service/API-based architectures.

Test Automation - Experience creating test scripts in one or more test automation tools.

Experience with J2EE, C#, and SQL Server 2000+ and XML desired.

Test Data Creation - Experience generating test data in SQL Server databases and XML.

Ability to use programming tools to generate and analyze test data.

Management Skills:

General Management - Uses position to support and ensure that projects are delivered on time, on budget, on specification.

Communication - Proven written and oral communication skills. Good presentation skills.

Communicates effectively (frequently, unambiguously, and professionally) in meetings, e-mail, and informal discussions.

Problem-solving - Provides good, common-sense approaches to the many obstacles that occur during the course of a project.

Influence - Skilled at influencing those over whom they have no direct authority / control with emphasis on being able to influence within a team.

Organization - Effective at running meetings (agendas, timeliness, minutes) and can manage the activities of multiple projects without missing deadlines.

SUPERVISION RECEIVED:

The Quality Assurance Manager reports to the CIO or the CIO designee and receives general direction in performing duties in accordance with established guidelines.

SUPERVISION EXERCISED:

May supervise other TCIS personnel in connection with various quality assurance efforts.

POSITION REQUIREMENTS:

Graduation from an accredited four-year college. Bachelor degree in Computer Science, a related discipline, or applicable work experience in the software industry.

5+ years of experience in a commercial software development environment as a contributor in quality assurance, preferably with experience in testing data-driven applications such as search engines or content repositories.

Experience reporting quality status at the product/system level to executives strongly desired.

Experience leading a matrix quality assurance team as well as directly performing all

quality assurance tasks required.

Experience leading project deployment into / rollback from a hosted production environment strongly desired.

Experience in planning and executing a quality assurance program for implementation of a technology project involving a large number of users in locations spread across a large geographical area.

SALARY RANGE: \$57,194.89 - \$85,987.75

Send completed Trial Court Application for Employment to:

Chief Information Officer
Trial Court Information Services
Office of the Trial Court
Two Center Plaza, 9th Floor
Boston, MA 02108
ATTN: (MassCourts Quality Assurance Manager)

Applications for Employment are available at all court locations and at the Administrative Office and can be downloaded at www.mass.gov/courts.

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER